
Quality System Subcommittee Report

Development/Operations Partnering

June 20-21, 2006



Presentation Topics

- **Current Results Sample**
- **Training Schedule**
- **Management Review**
- **Quality Audit**
- **Potential Quality Measures**
- **Next Steps in FY 06-07**

Most Current Results

- **Predesign & Roadway**
 - Integration of Roadway and Predesign functions to better and quicker service together
 - Developed more systematic and complete initial scoping process
- **Traffic**
 - Improved current signal process
 - Developed process and implementation plan for Job Order Contracting

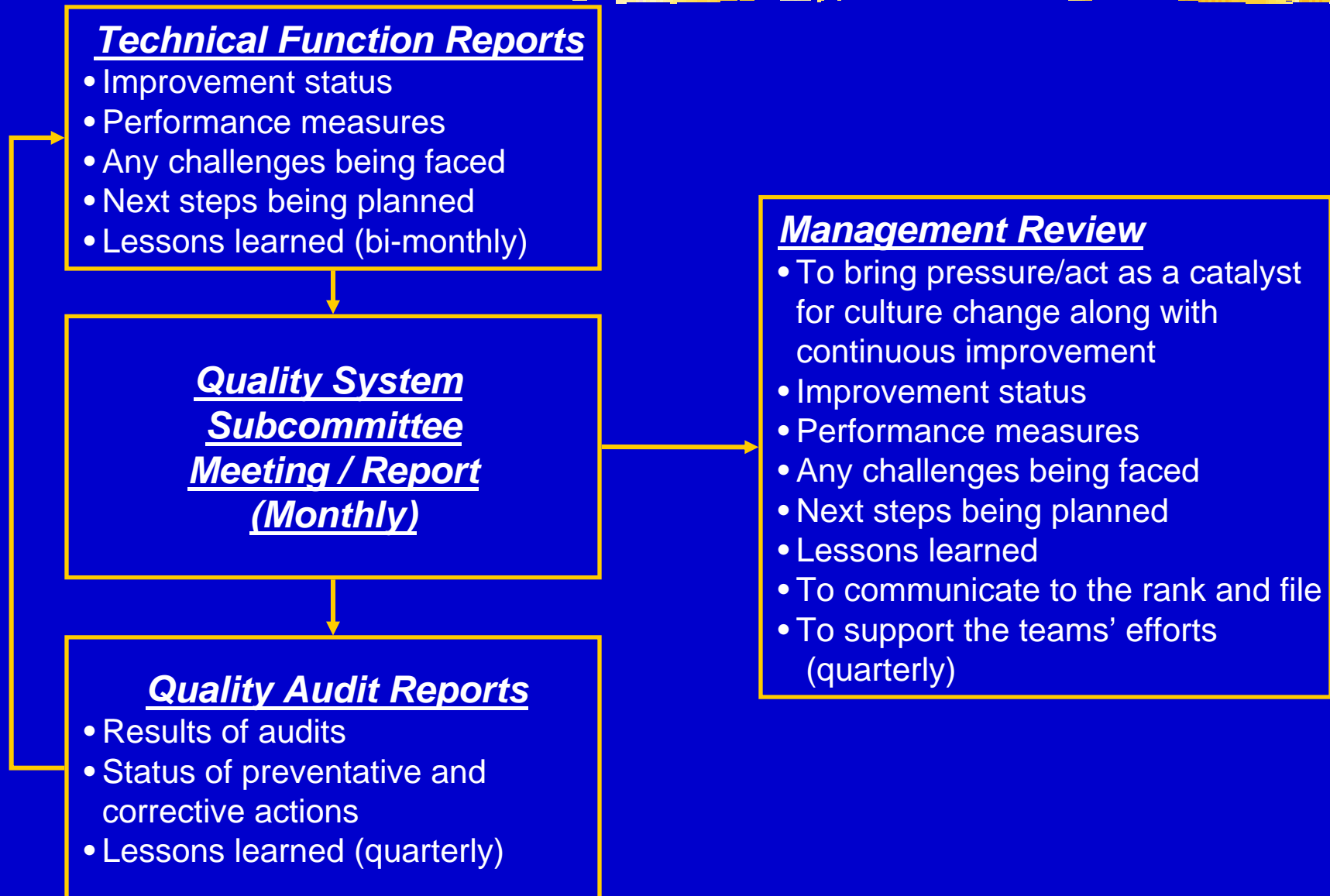
Most Current Results (cont'd)

- **Bridge**
 - **Bridge Management**
 - Improved process
 - Decreased cycle time
 - **Bridge Design Review**
 - Improved process by developing a quality checklist for design review
 - Established more consistent standard of review

Training Schedule

- **Just finishing: Traffic and Bridge**
- **Next up:**
 - **Roadside/Drainage and Transportation Enhancement (August start)**
 - **C & S (September start)**

Management Review



Management Review

Inputs:

- Customer feedback
- Process performance reports by technical functions
- Results of audits
- Status of corrective actions
- Follow-up on actions from previous reviews
- Address changes that could affect the Q Mgt System
- Make recommendations for improvement

Outputs:

- Improvement of the Quality Management System and its processes
- Improvement of products that meet customer requirements
- Resources allocated to ensure improved process and quality

Quality Audit

- **Scheduling**
Quality Auditors Training
- **Quality Audit Notification**
- **Pre-Audit Meeting**
- **Quality Audit**
- **Post – Audit Meeting**
 - **Group manager and team review audit elements and plan for report**
- **Post – Audit Report**
 - **Summary, OFIs, Corrective Action/Follow-up**

Quality Audit

Inputs:

- Specific Team Results
 - Customers + their Expectations and Requirements
 - Measures of Performance
- Improved Process Flow
 - Documented Procedures and Work Instructions
- Implementation Plan

Outputs:

- Improved Implementation
- Strategic Plan Alignment
- Improved Customer Satisfaction
- Insight/Status of Quality Effort

Quality Metrics In Consideration

Construction (SATS)

- Changed Conditions report
- Errors & Omissions Report
- Scope changes by District
- Alternative Delivery Efficiency

Project Effectiveness in Development

- Post-Design issues
- Change orders

Partnering Goal Performance

- Construction
- Development

Purpose and Need metric

Public Satisfaction

Next Steps- Raising the Bar

- **Continue Authentic, Honest Dialogue**
- **Continue Quality Management System Components**
 - **Implementation of Quality Audit and Management Review processes**
 - **Serious exploration of system support**
 - **ITD Quality Metrics**
 - **Cross-functional improvement process approach**